



Summary of Approach TSM Survey 2023-2024

Overview

The survey was conducted by ARP Research between 27 October - 10 November 2023.

Responses

Overall, 400 LCRA (low cost rental accommodation) tenant households took part in the TSM survey, which represented 21% of the total tenant population (error margin +/- 4.4%). This exceeded the stipulated TSM target error margin of +/- 5%.

Sampling and fieldwork

A telephone methodology was chosen to ensure that the survey was as representative as possible before weighting, especially in terms of ethnic background. It will also help to minimise survey fatigue over the long-term in the relatively small pool of potential respondents when compared to self-completion methods.

Telephone interviews were conducted using a quota sample with randomised number selection to ensure that the final dataset was representative of the population as whole. The quota categories were stock type, area, property type, household size, length of tenancy, age group, sex and ethnic background.

The survey was incentivised with a free prize draw of £300, £200 and £100 shopping vouchers.

Population

The population for the TSM survey was all 1,945 Islington & Shoreditch Housing Association LCRA households on 23 October 2023. None were removed from the sample frame.

Representativeness

The telephone interviews were completed to a quota sample. The final survey data was weighted by interlaced age group, household size and area to ensure that the survey was representative of the tenant population as a whole.

The characteristics by which representativeness was determined were:

Stock

General needs
Supported

Population	Weighted Survey
95.5	96
4.5	4.0

Patch

	Population	Weighted Survey
Local Area 1	19.6	19.3
Local Area 2	20.8	20.5
Local Area 3	30.4	30.3
Local Area 4	22.2	23
Local Area 5	7.0	7.0

Property type

	Population	Weighted Survey
Bedsit	2.2	2.0
Flat	79.5	76
Hostel	0.4	0.3
House	11.4	14
Maisonette	6.5	7.8

Household size

	Population	Weighted Survey
One person	34.4	33.7
Two person	21.1	20.9
Three person	18.1	18.5
Four person	13.6	14
Five person	8.3	8.2
Six+ person	4.3	4.7

Tenancy length

	Population	Weighted Survey
Under 1 year	4.0	6.3
1 - 2 years	8.3	7.5
3 - 5 years	11.0	10.0
6 - 10 years	23.3	21.8
11 - 20 years	35.9	36
21 years and over	17.6	18.5

Age

	Population	Weighted Survey
16 - 24 years	1.1	1.0
25 - 34 years	9.3	9.5
35 - 44 years	22	22.8
45 - 54 years	23.9	24.3
55 - 64 years	24.2	24.3
65 - 74 years	11.7	11.0
75 - 84 years	5.2	4.8
85+ years	1.9	1.5

No record	0.7	0.8
-----------	-----	-----

Sex

	Population	Weighted Survey
Female	64	66.8
Male	35.9	33.3
No record	0.1	0.3

Ethnic background

	Population	Weighted Survey
White British	25.7	25.7
White other	8.7	8.7
Mixed	3.9	3.9
Asian or Asian British	11.7	11.7
Black or Black British	28.7	28.7
Other	1.9	1.9
Prefer not to ay	2.4	2.4
No record	17	17